

Great Lakes Energy - Job Description
Supervisor, Dispatch

Department: Operations
Reports To: Director, Operations

Last Updated: 02/12/2018

Classifications:

<input checked="" type="checkbox"/> Non-Bargaining Unit	<input checked="" type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Supervisory	<input type="checkbox"/> Senior Staff
<input type="checkbox"/> Bargaining Unit	<input type="checkbox"/> Non-Exempt	<input type="checkbox"/> Non-Supervisory Management	<input type="checkbox"/> Executive Team

Supervises: Dispatch Crew Leader, Dispatcher
Incumbent(s): Vacant

Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.

GLE staff members are required to work in a safe manner and in accordance with the procedures listed in the Cooperative's Safety Handbook.

Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when prohibited by law, and timely and accurate performance of duties.

Position Summary:

Supervise professional and efficient 24/7/365 dispatch operations for electric distribution system.

Experience/Education:

- High school diploma or equivalence certificate in addition to competency with electrical technology and proficiency in dispatch operations and customer service functions, typically attained through a Bachelor's degree in related or business administration field and three or more years of experience in electric distribution system dispatch or equivalent experience/education.
- One or more years of supervisory experience.
- Competent with Customer Information System.
- Competent with Microsoft Office: Excel, Word, Outlook.
- Competent with general office equipment.
- Proficient with position specific equipment.
- Proficient with position specific software.

Essential Duties/Responsibilities:

- Manage and develop dispatch personnel and function.
- Oversee outage management system (OMS) and provide operational reports.
- Ensure proper regulatory documentation and reporting for all areas of responsibility.
- Coordinate department storm restoration efforts including call center activation as necessary.
- Manage departmental technologies including (in example) OMS, radio system, Automated Meter Infrastructure (AMI) system, three phase outage reporting computer, Porche automated response system.
- Assist engineering department with data in development and maintenance of system computer model.
- Develop and monitor departmental labor and supplies/services budget and expenditures.

Significant Duties/Responsibilities:

- Maintain departmental support documentation and necessary resources.
- Ensure generation of recorded member notifications for planned outages, Rights-Of-Way (ROW) outage status advisories.
- Develop line operations on-call schedules, helper lists and related follow-up reporting.
- Assist information technology department in selecting appropriate phone/cell/pager system for line operations.

Required Skills:

- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Speaking: talking to others to convey information effectively.
- Active Listening: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Writing: communicating effectively in writing as appropriate for the needs of the audience.
- Reading Comprehension: understanding written sentences and paragraphs in work related documents.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Complex Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination: adjusting actions in relations to others' actions.
- Instructing: teaching others how to do something.
- Service Orientation: actively looking for ways to help people.
- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time management: managing one's own time and the time of others.
- Troubleshooting: determining causes of operating errors and deciding what to do about it.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Learning Strategies: selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Operation Monitoring: watching gauges, dials, or other indicators to make sure a machine is working properly.
- Operation and Control: controlling operations of equipment or systems.
- Systems Evaluation: identifying measures or indicators of system performance and the actions need to improve or correct performance, relative to the goals of the system.
- Negotiation: bringing others together and trying to reconcile differences.
- Persuasion: persuading others to change their minds or behavior.
- Project Management: organizing and directing production of a limited scope plan or undertaking.
- Management of Personnel Resources: motivating, developing and directing people as they work, identifying the best people for the job.
- Management of Material Resources: obtaining and seeing to the appropriate use of equipment,

facilities and materials needed to do certain work.

- Management of Financial Resources: determining how money will be spent to get the work done and accounting for these expenditures.

Attributes:

- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression: able to communicate information and ideas in speaking so others will understand.
- Speech Clarity: able to speak clearly so others can understand.
- Speech Recognition: able to identify and understand the speech of another person.
- Written Comprehension: able to read and understand information and ideas presented in writing.
- Written Expression: able to communicate information and ideas in writing so others will understand.
- Near Vision: able to see details at close range (within a few feet of the observer).
- Visual Color Discrimination: able to match or detect differences between colors, including shades of color and brightness.
- Hearing Sensitivity: able to detect or tell the differences between sounds that vary in pitch and loudness.
- Auditory Attention: able to focus on a single source of sound in the presence of other distracting sounds.
- Time Sharing: able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Selective Attention: able to concentrate on a task over a period of time without being distracted.
- Problem Sensitivity: able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning: able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Multi-Limb Coordination: able to coordinate two or more limbs (i.e. arms, legs, one of each) while sitting, standing or lying down. Does not involve performing the activities while whole body is in motion.
- Reaction Time: able to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- Information Ordering: able to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Category Flexibility: able to generate or use different sets of rules for combining or grouping things in different ways.
- Speed of Closure: able to quickly make sense of, combine, and organize information into meaningful patterns.
- Flexibility of Closure: able to identify or detect a known pattern (a figure, object, word, or sound)

that is hidden in other distracting material.

Additional Preferences:

- Completion of Qualified Operator/Switchman Training Program.

Problem Solving and Freedom to Act

Problems are moderately complex. Methods and procedures are loosely defined and require judgment to apply them to the work. Work is varied. Tasks may be unrelated.

Working Relationships/Contacts:

Requires contacts for the purpose of negotiating agreements within defined limits, influencing others, resolving problems or gaining acceptance of information, programs, decisions, etc., which normally are of a non-controversial nature.

Internal: Peers, employees, union stewards

External: Members, peers, vendors, commercial & industrial (C&I) members, general public, attorneys, emergency response or law enforcement personnel, electric cooperatives, union business representatives.